

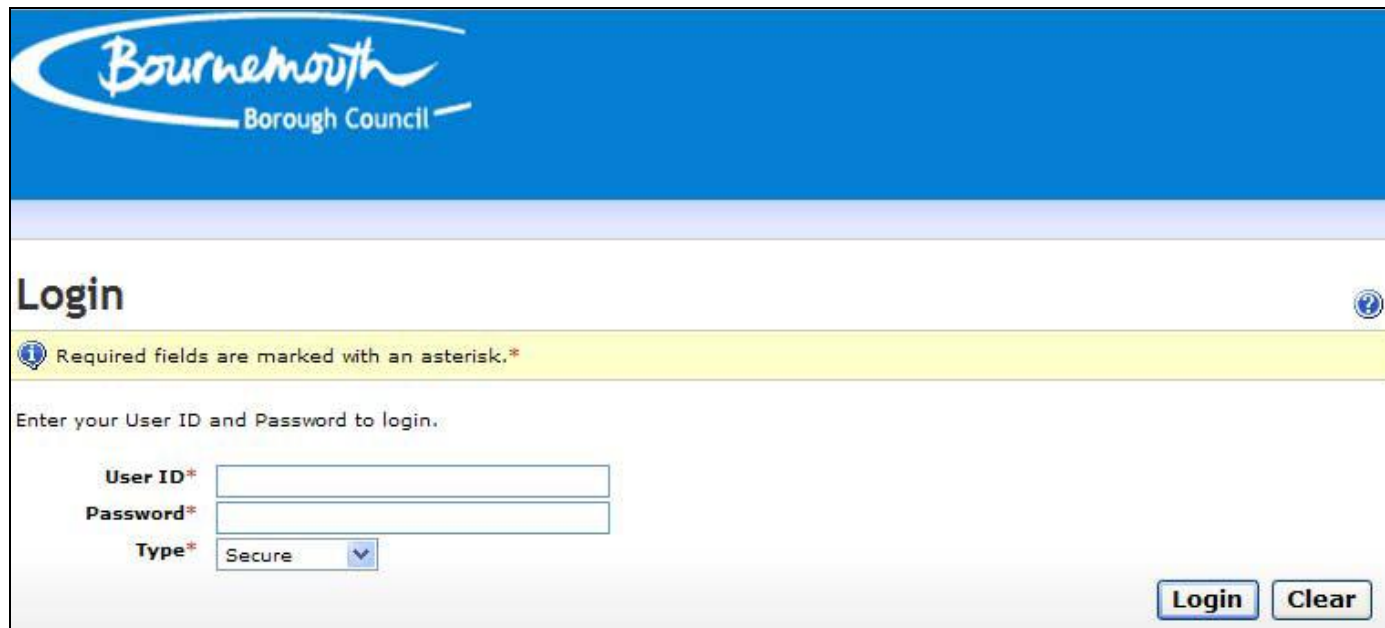
Bournemouth Borough Council Online Portal

Self Service User Guide - Housing Benefit, Council Tax Benefit and Council Tax Reduction

Go to the login screen at www.bournemouth.gov.uk/openaccess

The portal will allow you to view your records online.

This service will not be available 04:00 – 07:00 (Monday to Friday)



The screenshot shows the login interface of the Bournemouth Borough Council Online Portal. At the top is the council's logo. Below it, the word "Login" is displayed. A yellow banner states: "Required fields are marked with an asterisk.*". The instruction "Enter your User ID and Password to login." is followed by three input fields: "User ID*" (text box), "Password*" (password box), and "Type*" (a dropdown menu currently set to "Secure"). To the right of these fields are two buttons: "Login" and "Clear".

User ID :- <as specified in your email>

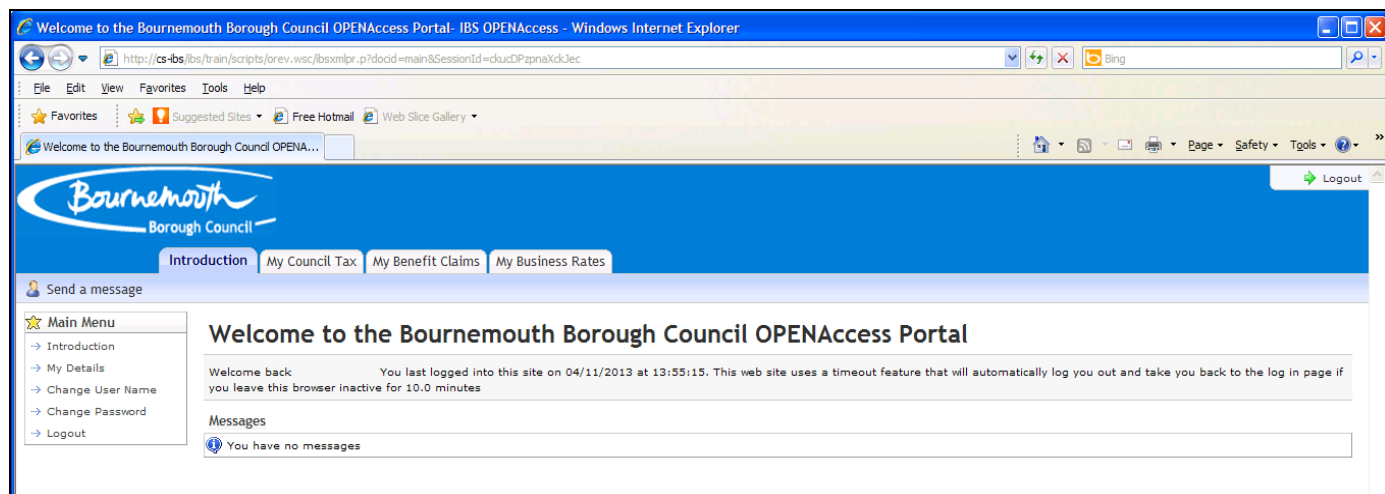
Password :- <as specified in your letter>

Type :- <SECURE>

Select <LOGIN>

Introduction


This page allows the Revenue and Benefits Service to send you information that may relate to your Housing Benefit, Council Tax Benefit and Council Tax Reduction. These will appear as messages on this page. Once you have read the record you will be able to click that you have read the message. This will remove it.



The screenshot shows the main dashboard of the Bournemouth Borough Council OPENAccess Portal. The browser window title is "Welcome to the Bournemouth Borough Council OPENAccess Portal - IBS OPENAccess - Windows Internet Explorer". The address bar shows a URL starting with "http://cs-ib...". The page features a blue header with the council logo and a navigation bar with links: "Introduction", "My Council Tax", "My Benefit Claims", and "My Business Rates". Below the header, there is a "Send a message" button and a "Main Menu" section with links: "Introduction", "My Details", "Change User Name", "Change Password", and "Logout". The main content area is titled "Welcome to the Bournemouth Borough Council OPENAccess Portal" and contains a welcome message, a timestamp "You last logged into this site on 04/11/2013 at 13:55:15", a timeout notice, and a "Messages" section stating "You have no messages".

As part of the introduction page there is a MAIN MENU, this allows you to see the details held by the Revenue and Benefits Service and change your username, password. You are also able to update your contact details from <My Details> If you do notice a discrepancy please contact our office at Revenue&Benefits@bournemouth.gov.uk.

My Details



Logout

Introduction

My Council Tax

My Benefit Claims

My Business Rates

★ Main Menu

- Introduction
- My Details
- Logout

Personal Details

Personal Details:

Title: Mr

Initials: J

Forenames:

Surname:

Date of Birth: 16/09/1925

NI Number: R

Contact Details:

Phone Number:

None

Email Address: .uk

Mobile Number:

None

Fax Number:

None

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The logout function is available from this menu and via the top right hand corner. This web site uses a timeout feature that will automatically log you out and take you back to the log in page if you leave this browser inactive for 10.0 minutes.

Change my Contact Details

Contact Details: [Change Contact Details](#)

Phone Number:

01202

Email Address:

.uk

Mobile Number:

077

Fax Number:

None

Your Contact details are held under four sub-types (Phone, Mobile, Fax, Email), these can be updated by using <Change Contact Details>

Change Contact Details - IBS OPENAccess - Windows Internet Explorer

http://cs-ibs/bs/train/scripts/orev.wsc/bsxmlpr.p?docid=condetc&SessionId=WXeJmQbcIliffa

File Edit View Favorites Tools Help

Favorites

Suggested Sites

Free Hotmail

Web Slice Gallery

IBS OPENSystems - OpenAcc... Change Contact Details - ... X

Page Safety Tools

Bournemouth

Borough Council

Introduction

My Council Tax

My Benefit Claims

My Business Rates

Send a message

Main Menu

→ Introduction

→ My Details

→ Change User Name

→ Change Password

→ Logout

Change Contact Details

[Return to My Details](#)

Name

Mr

Phone Number

Details

01202

Action

Change

Go

Mobile Number

Details

077

Action

Change

Go

Fax Number

Details

None

Action

Change

Go

Email Address

Details

.uk

Action

Change

Go

Action

Change

Change

Add

Delete

- Change - Change an existing record held by us
- Add - Add additional contact details
- Delete - Remove contact details held by us.

Choose the action you want to take and select <Go>

Depending on the option you select the screen will present an additional field for you to complete

Add

Add Telephone Number	
Telephone Number	<input type="text"/>
	<input type="button" value="Add"/>

Change

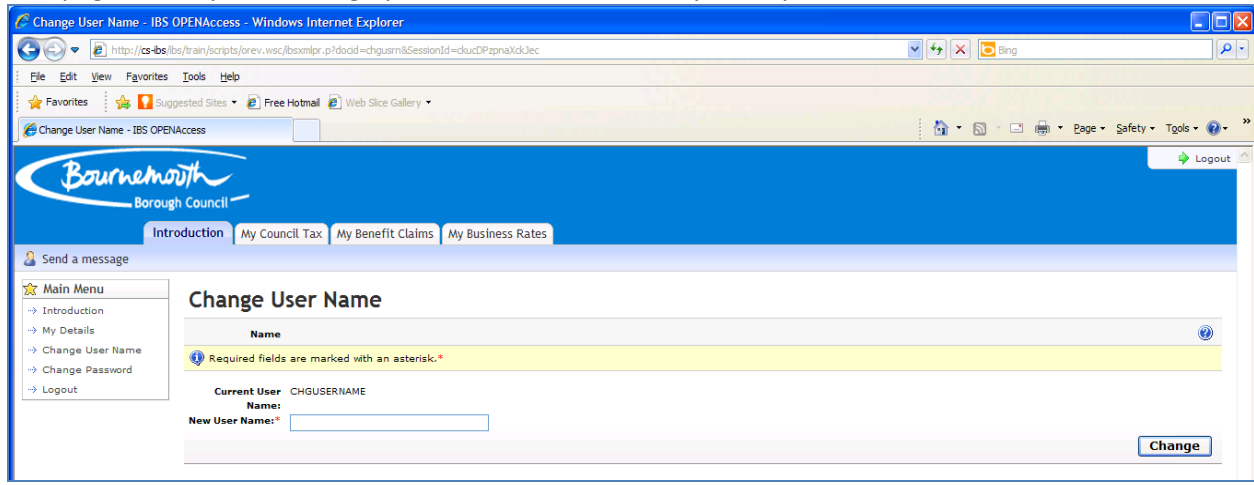
Change Telephone Number	
Telephone Number	<input type="text" value="01202"/>
	<input type="button" value="Change"/>

Delete



Delete Telephone Number	
Telephone Number	<input type="text" value="01202"/>
	<input type="button" value="Delete"/>

Change USER Name

This page allows you to change your user name to one of you may find easier to remember.





The system will confirm that the user name entered has not already been used and will display the following message if the update has been accepted.

	Required fields are marked with an asterisk.*
	Your Username has been successfully changed to

Your previous user name will cease to function with immediate effect.

If the user name has already been used the following message will be displayed, please choose another username.

	Required fields are marked with an asterisk.*
	Username CHGUSERNAME is in use. Please try again

Change Password

This page allows you to change your password to one of you may find easier to remember.

The screenshot shows a web browser window titled "Change User Password - IBS OPENAccess - Windows Internet Explorer". The address bar shows a URL starting with "http://cs-ibs/". The page header features the Bournemouth Borough Council logo and navigation tabs for "Introduction", "My Council Tax", "My Benefit Claims", and "My Business Rates". A "Logout" link is in the top right. A left sidebar contains a "Main Menu" with links to "Introduction", "My Details", "Change User Name", "Change Password", and "Logout". The main content area is titled "Change User Password" and includes a "Name" field with a help icon. Below this is a yellow warning box stating "Required fields are marked with an asterisk.*". The form contains four password fields: "Current Password:", "New Password:", "Verify Password:", and "Enter New Keyphrase:", each followed by a red asterisk. A "Change" button is located at the bottom right of the form.

To change your password simply enter your current or intial password <CURRENT PASSWORD>

Your new password must be between 8 and 12 characters long and contain at least one number, you need to enter this twice to confirm the change.

A keyword is also required as a way of helping you remember your password. (This is limited to 30 characters)
For example: Favourite Fruit

Reason why your new password would fail verification

- ⚠ The password must contain at least one digit - try again
- ⚠ The password length is too short and must be between 8 and 12 characters long. Try again
- ⚠ You have entered an incorrect Current Password. Please try again.

Password updated.

- ℹ Your Password has been sucessfully changed.

My Benefit Claims

This allows you to see all Housing Benefit and Council Tax Benefit or Reduction accounts that have been linked with your login credentials;

Bournemouth
Borough Council

Introduction My Council Tax **My Benefit Claims** My Business Rates

★ Main Menu
→ Introduction
→ My Details
→ Logout

Housing and Council Tax Claim Details

Name Mrs

Please Select A Claim

Claim Status: Current

Reference	Claim Address	Claim Status	Household Member Type
3504	Mrs	Current	Claimant

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Local intranet

The filter enables you to view only the records within the Claim Type you have selected.

The reference (also known as the Claim Reference) is shown in blue. This allows you to gain further information on this account.

Bournemouth
Borough Council

Introduction My Council Tax **My Benefit Claims** My Business Rates

★ Main Menu
→ Introduction
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Housing Benefit and Council Tax Claim Details

Name Miss

Claim Ref 3407

Claim Details [Select Claim](#)

Benefit Claim Details for Claim: [3407](#) in respect of Miss who is a Claimant on this claim.
The claim is for **Private Tenant Rent And Council Tax** at **Road, Bournemouth,**

Payments

The next Housing Benefit payment is due on **14/07/2013** and is due to be paid to
The amount due to be paid is **£1,528.08**
To date, a total of Housing Benefit has been paid.
[View your Housing Benefit Payments](#)
[View your Council Tax Benefit/Reduction Payments](#)


Entitlement

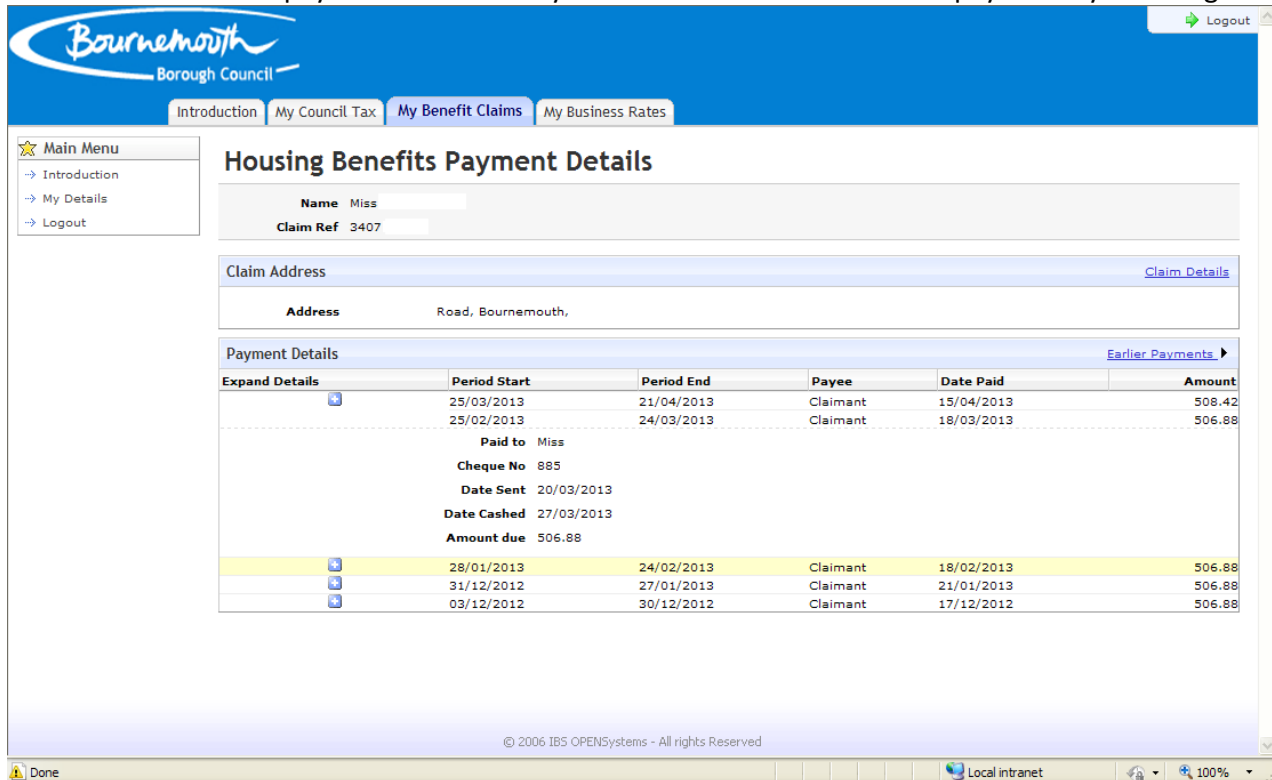
The weekly amount of Benefit/Reduction this claim is entitled to is:
Housing Benefit £127.34 [View Housing Benefit entitlement details](#)
Council Tax [£6.44](#)

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Local intranet

Payments

View your Housing Benefit Payments - This shows payments made, amount paid, date paid, period covered and who received the payment. In addition you can see a breakdown of the payment by selecting 




The screenshot shows the 'Housing Benefits Payment Details' page for Miss [redacted] with Claim Ref 3407. The page includes a 'Main Menu' on the left with links to Introduction, My Details, and Logout. The top navigation bar has links for Introduction, My Council Tax, My Benefit Claims (selected), and My Business Rates. The 'Claim Address' section shows the address as Road, Bournemouth. The 'Payment Details' section includes a table of payments and a summary of the current period.

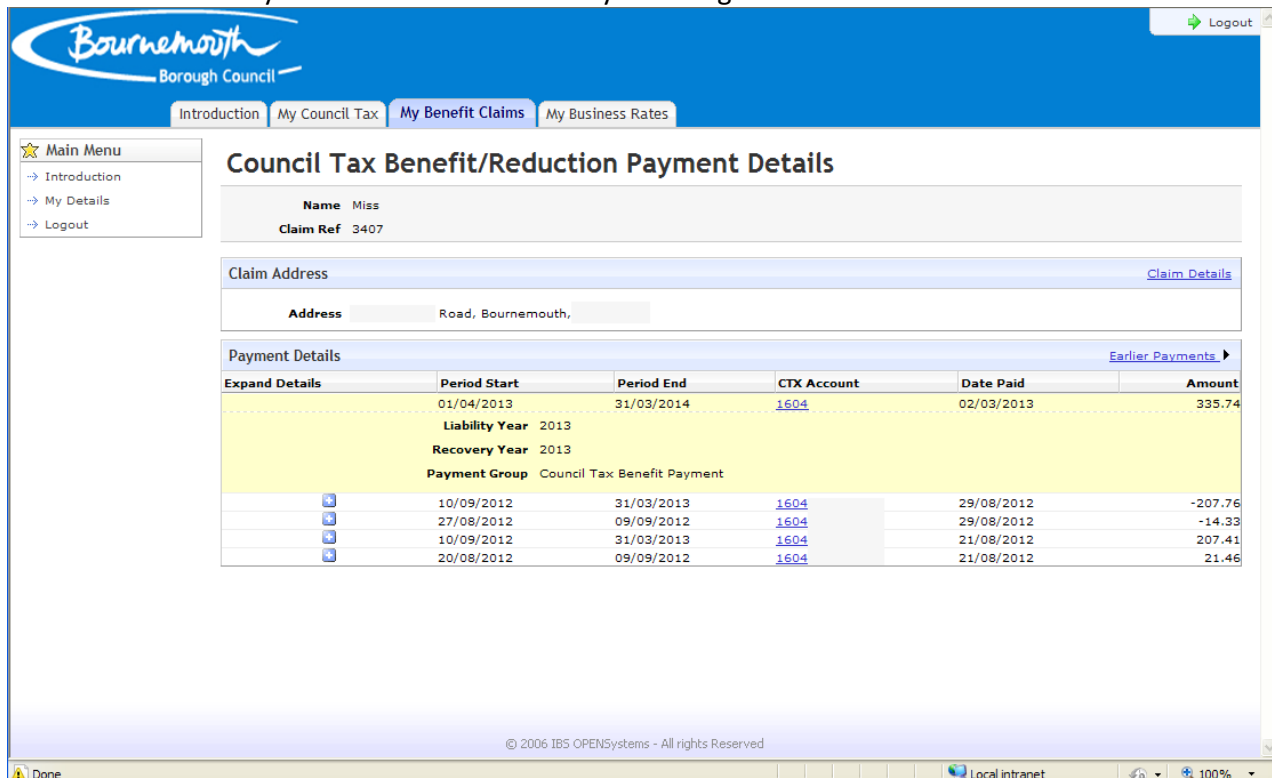
Expand Details	Period Start	Period End	Payee	Date Paid	Amount
	25/03/2013	21/04/2013	Claimant	15/04/2013	508.42
	25/02/2013	24/03/2013	Claimant	18/03/2013	506.88
Paid to Miss					
Cheque No 885					
Date Sent 20/03/2013					
Date Cashed 27/03/2013					
Amount due 506.88					
	28/01/2013	24/02/2013	Claimant	18/02/2013	506.88
	31/12/2012	27/01/2013	Claimant	21/01/2013	506.88
	03/12/2012	30/12/2012	Claimant	17/12/2012	506.88

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You can view earlier payments by selecting

[Earlier Payments](#) 

View your Council Tax Benefit or Reduction Payment - This shows the credits and debits on your Council Tax account. In addition you can see a breakdown by selecting 



The screenshot shows the 'Council Tax Benefit/Reduction Payment Details' page for Miss [redacted] with Claim Ref 3407. The page layout is similar to the Housing Benefits page. The 'Payment Details' section includes a table of payments and a summary of the current period.

Expand Details	Period Start	Period End	CTX Account	Date Paid	Amount
	01/04/2013	31/03/2014	1604	02/03/2013	335.74
Liability Year 2013					
Recovery Year 2013					
Payment Group Council Tax Benefit Payment					
	10/09/2012	31/03/2013	1604	29/08/2012	-207.76
	27/08/2012	09/09/2012	1604	29/08/2012	-14.33
	10/09/2012	31/03/2013	1604	21/08/2012	207.41
	20/08/2012	09/09/2012	1604	21/08/2012	21.46

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The CTX Account will take you to **My Council Tax** for this account.

Entitlement

Housing Benefit (view Housing Benefit entitlement details)

Council Tax (select entitlement)

This shows you a breakdown of how your benefit or reduction has been worked out for each period.

Bournemouth

Borough Council

Introduction

My Council Tax

My Benefit Claims

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★ Main Menu

→ Introduction

→ My Details

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Housing Benefits Entitlement Details

NameMiss

Claim Ref3407

Claim Address

Address

1 Road, Bournemouth,

Entitlement Details

Expand Details

Period Start

Period End

Weekly Benefit

15/04/2013

Ongoing

127.34

Maximum Benefit

150.0000

Less Non Dependant deduction

0.0000

Income

251.9800

Less Disregards

62.4000

Net Income

189.5800

Compared to Government set Needs Level

154.7200

Results in Excess Income of

34.8600

Less 65% of excess income

22.6590

Total Rent Benefit

127.34

01/04/2013

14/04/2013

127.18

10/09/2012

31/03/2013

126.72

27/08/2012

09/09/2012

126.72

20/08/2012

26/08/2012

150.00

Earlier Payments

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Less Non Dependant Deduction

Bournemouth

Borough Council

Introduction

My Council Tax

My Benefit Claims

My Business Rates

★ Main Menu

→ Introduction

→ My Details

→ Logout

Non Dependant Deduction Details

NameMiss

Claim Ref3407

Claim Address

Address

Road, Bournemouth,

Details

There are no Non Dependant details

Claim Details

Entitlement Details

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A breakdown of any deduction will be listed here.

Net Income

Logout

Introduction

My Council Tax

My Benefit Claims

My Business Rates

★ Main Menu

→ Introduction

→ My Details

→ Logout

Display Calculated Income

NameMiss

Claim Ref3407

Claim Address

Address

Road, Bournemouth,

Claim Details

Income Details

Earned94.8800

Unearned157.1000

Outgoings0.0000

Child Care Allowance0.0000

Disregarded62.4000

Total Income251.9800

Net Total189.5800

Less Disregarded62.4000

Entitlement Details

Income Breakdown

Type	Person	Weekly Income	Weekly Disregard	Allowance Description	Net
Earned	Claimant	94.8800	42.1000	0.0000Earnings	52.7800
Unearned	Claimant	20.3000	20.3000	0.0000Child Benefit for 1 child	0.0000
Unearned	Claimant	62.2600	0.0000	0.0000Child Tax Credit	62.2600
Unearned	Claimant	74.5400	0.0000	0.0000Working Tax Credit	74.5400
Unearned		0.0000	0.0000	0.0000Income derived from Capital	0.0000

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Compared to Government set needs Level

Logout

Introduction

My Council Tax

My Benefit Claims

My Business Rates

★ Main Menu

→ Introduction

→ My Details

→ Logout

Government Needs Level Details

NameMiss

Claim Ref3407

Claim Address

Address

Road, Bournemouth,

Claim Details

Allowances

Person	Description	Amount	Amount (FW)
Claimant	Lone parent aged over 18	71.7000	71.7000
Dependent	Child	65.6200	65.6200
Allowance Totals		137.3200	137.3200

Entitlement Details

Premiums

Person	Description	Amount	Amount (FW)
Claimant	family premium	17.4000	17.4000
Premium Totals		17.4000	17.4000

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